



*Exciting Career Opportunity!*

### **BENEFITS OF WORKING FOR AOC**

- ◆ The state of Washington offers a comprehensive benefits package, including health, dental, life and long-term disability insurance
- ◆ Vacation leave
- ◆ Sick leave
- ◆ Shared leave
- ◆ Family – Medical leave
- ◆ Military and Civil leave
- ◆ Eleven paid holidays per year
- ◆ A state retirement plan
- ◆ Deferred Compensation Program
- ◆ Membership in the Public Employees' Retirement System
- ◆ Opportunities to participate in a Medical Flexible Spending Arrangement and Dependent Care Assistance Programs

### **WHERE IS AOC LOCATED?**

**T**he Administrative Office of the Courts is located in Olympia, Washington, on Interstate 5 between Seattle, Washington and Portland, Oregon. Olympia and the surrounding Thurston County area offer numerous social, recreational, educational, and cultural opportunities. Natural features include Puget Sound, the Olympic National Park to the west, and Mt. Rainier to the east. Mount St. Helens and the Pacific Ocean beaches are within a two hour drive of the city.

## **Administrative Office of the Courts JOB #2016-050-J12**

### **CUSTOMER SERVICE SPECIALIST (Superior Court Case Management System)**

> [Click Here for Further Information](#) <

**SALARY:** \$51,756 TO \$67,884 per year DOQ

**LOCATION:** Olympia, Washington

**OPENS:** August 31, 2016

**CLOSES:** September 22, 2016

**DURATION:** This is a project position and is dependent on continued project funding. Funding is anticipated to continue through June 2018.

### **POSITION PROFILE**

Delivers customer support services for judicial system information technology applications by providing consultation and problem resolution to customers using applications supported by AOC.

Reporting to the Court Business Information Coordinator, this job functions as a subject matter expert in judicial system applications and business processes. The incumbent performs independently and exercises decision-making responsibility within assigned areas of expertise. Interacts regularly with a variety of customers who use applications supported by AOC.

### **DUTIES AND RESPONSIBILITIES**

Serves as a resident expert for consultation and problem resolution on court business operations and applications supported by AOC systems.

Tracks and responds to help tickets, phone inquiries and requests for information from court personnel; analyzes problems and provides workable solutions.

Develops documentation to help facilitate stakeholder self-reliance through AOC online knowledge base.

Forwards problems outside of expertise to the appropriate Administrative Office of the Courts staff for assistance and resolution.

**T**he Administrative Office of the Courts (AOC) is a department of the Washington State Supreme Court. Established by state statute in 1957, the mission of the AOC is to advance the efficient and effective operation of the Washington State judicial system.

The AOC carries out its mission through formulation of policy and legislative initiatives, court technology development, educational programs, and program support for 428 Washington judges and their staff. The AOC draws its employees from a wide range of professions including legal, information technology, research, education, and judicial administration.

The agency is administered by an executive team that is committed to maintaining a dedicated and diverse workforce that provides the highest quality of customer service and continuously develops strategies for improving the performance and effectiveness of the court system in Washington.

## **AGENCY-WIDE VALUES & COMPETENCIES**

### **Agency Values**

- Integrity
- Honesty
- Accountability
- Teamwork
- Trust
- Respect
- Customer Service
- Communication

### **Behavioral Competencies**

- Influencing
- Problem solving
- Planning/organizing
- Consulting
- Relationship building
- Tact/diplomacy

Conducts research and analysis on topics related to judicial information systems, court business practices, and other criminal justice activities.

Interacts and communicates information to subject matter experts to ensure consistency of information to users of applications supported by AOC.

Performs other duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to earn the trust and respect of co-workers, management, and other constituents through consistent honesty, integrity, professionalism and working cooperatively with others; ability to work effectively as a team member.
- Ability to accomplish work objectives in cooperation with agency, court, state, and professional colleagues.
- Expert interpersonal skills and abilities to establish and maintain professional working relationships with co-workers, management, and clients.
- Excellent oral and written communication skills that facilitate effective information exchanges; ability to effectively communicate technical and non-technical information to a wide variety of audiences.
- Skill to accurately assess resources needed to carry out planned actions and ability to manage time, and resources to accomplish tasks, goals and objectives within the structure set by supervisor.
- Ability to logically integrate ideas and information to form effective goals, objectives, timelines, action plans and solutions.
- Ability to prioritize and effectively manage time.
- Understand customer expectations and ensure work meets those expectations.
- Ability to identify, analyze and resolve complex problems in a consultative manner bringing problems together with recommendations for solutions.
- Ability to multi-task and effectively coordinate multiple projects simultaneously.
- Ability to identify risks and outcomes associated with courses of action; ability to develop action plans & strategies to ensure expected outcome from decisions.
- Ability to acquire and integrate input from others regarding critical actions, timelines, sequencing and priorities.
- Ability to achieve excellent results with little need for direct oversight.
- Ability to accept personal responsibility for the quality and timeliness of work; attention to detail.
- Ability to exercise judgment and make timely, sound, strategic decisions and recommendations consistent with organizational objectives; think critically.

*The AOC is committed to the practice of equal employment opportunity and non-discrimination for all persons without regard to race, creed, color, national origin, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please contact Colleen Clark, AOC Human Resource Office, at (360) 704-4143 or fax (360) 586-4409, or via email to [Employment@courts.wa.gov](mailto:Employment@courts.wa.gov).*

**SPECIAL NOTE:**

**All employees hired by the Administrative Office of the Courts are required to be fingerprinted for a criminal history background check with continued employment with the AOC contingent upon the results of this background check.**

Application materials will be screened for the purposes of determining who will be selected for an interview.

- Ability to recognize and resolve conflicts.
- Knowledge of court business processes and court business operations, judicial information system applications, reference materials, customer service ticket generation software, future software enhancements, customer support tools (e.g.: email, telephone, word processing, spreadsheets, etc.), and query tools.
- Ability to learn and implement new concepts; adapt to change.
- Knowledge of new and emerging technologies to enhance customer services.
- Ability to keep current with all policies, procedures, reference materials, and auxiliary information that affect the judicial information system application client community.

**QUALIFICATIONS AND CREDENTIALS**

Six years of experience working in client support and customer service data information environment **including** at least two years of experience working directly with applications supported by AOC.

**OR**

Six years working in a court environment which uses applications regularly supported by AOC.

*A combination of relevant education and experience may be considered in meeting the qualifications.*

**APPLICATION PROCEDURE**

**To be Considered for this Position, Please Submit:**

- A **cover letter** specifying how you meet the qualifications of the position (no more than two pages);
- A chronological **resume** describing your prior job experience to include employers, dates of employment (by total months/years), description of duties, and education; and
- A completed AOC **Application for Employment** (found at [www.courts.wa.gov/employ](http://www.courts.wa.gov/employ)).

***Failure to submit the required materials listed above may eliminate your application from consideration.***

Submission by email is preferred: [Employment@courts.wa.gov](mailto:Employment@courts.wa.gov); or you can fax to (360) 586-4409; or send by mail to Administrative Office of the Courts, PO Box 41170, Olympia, WA 98504-1170